

ONBOARDING TOOLKIT

FOR SUPERVISORS

HUMAN RESOURCES
AND EQUAL OPPORTUNITY



Onboarding Guide for Coastal Carolina University

Supervisor Edition

Congratulations on hiring your new employee with Coastal Carolina University!

You have successfully navigated the interview process and have chosen the top candidate for your open position at CCU. While you are probably excited about your new hire, there is a learning curve process that is lengthy and can be frustrating at times. We want your new employee's onboarding experience to be positive and bring confirmation that this was the right choice. The process begins before the start date and grows as they attend New Employee Orientation. This guide will help direct you in the upcoming months with helpful ways to get them involved with the CCU community as well as integrating them into your department. We look forward to working with you as you help your new employee navigate the learning process.

The onboarding process should assist your new employee with the following areas:

1. Making a positive adjustment to the new environment
2. Building strong working relationships
3. Becoming a part of Teal Nation
4. Creating a foundation that will help grow and nurture talent
5. Shorten the learning curve to help their adjustment go as smoothly as possible.

Onboarding Support Guide

This guide is designed to assist in facilitating a positive onboarding experience for your new employee with CCU. Our goal is to give you as many tools as possible in a manner that helps you integrate your new employee into the culture of CCU while also helping them to navigate their new role. It is divided into sections and each section has checklists with suggestions for how to make the transition go as smoothly as possible.

- [Preparation for Employee](#) – pages 3-4
- [First Day and First Week](#) – pages 5
- [First 30 Days](#) – page 6
- [First 60 Days](#) – page 7
- [First 6 Months](#) – page 8
- [Individual Development Plan \(IDP\)](#) – See employee's Onboarding Guide.

Preparation for Employee

Think back to your first day and the impression the University, your department, and your supervisor made in your mind. Was it good? Organized? Welcoming? Informational? Use your experience and that of others to prepare for a great experience for your new employee.

Contact

As soon as you have been notified that the job offer has been accepted, a phone call from you is a way to ensure that the new employee feels welcome and knows how the first day will start. Topics to cover should include:

- Welcome
- When/where to meet you after or during HR paperwork is completed
- What to bring the first day
- Confirm start date, reporting location, start time, proper dress attire and parking
- Ask if they have any questions
- If they are not from the area, point them to our website link [Around CCU](#) which discusses the surrounding areas as well as [About the Area](#) which goes into details of the Grand Strand including entertainment and attractions.

Prepare the Welcome

- Notify current staff of new hire start date
- Notify other pertinent staff or the campus partners (make a list of all the people the new employee will need to get to know)
- Prepare for a welcome or introduction and notify appropriate staff
- Prepare for the employee to meet your supervisor
- Create action plan/tasks for employee's first day and first two weeks of training (provide to employee in writing on the start date).

Prepare the Workspace

- Clean the work area so that is welcoming, free of clutter and conducive to a functional working environment
- Compile basic office and/or desk supplies and place in office space (if applicable)
- Create welcome sign – have in office ready for employee's first day
- Order name tags and business cards
- Have office keys made (where appropriate) along with information on what doors key opens including shared spaces or closets
- Verify working computer or follow procedures to order computers (if applicable)
- Get computer log-in information and have computer set up and ready to go for employees first day (if applicable)
- Contact ITS Team to request system setup in advance (if appropriate)

- Set up working phone and extension (write the extension number down for the new employee) Also, get a copy of the VOIP phone information guide for the employee to become familiar with the phone system (Note: Have a sample script prepared to share with your employee on what information should be included in the new voicemail set up as well as expectations for how to proper phone etiquette for answering the phone)
- Prepare a list of campus contacts that are frequently used (campus partners that work with the office regularly as well as inner office extensions).

Prepare a Packet (but do not overwhelm with paper)

- Supervisor name and phone #
- Department member's names and numbers
- Work schedule
- Pay dates
- Staff meeting dates/times
- Other scheduled meetings
- Position description
- Organizational chart
- Training/Meeting schedule
- Places to eat on campus
- Map of the campus with important places marked.

Determine Initial Training Needs

- Design a training plan for the first day up to the first two weeks
- Schedule a one-on-one check-in session within the first week
- Schedule information meetings with pertinent people
- Define and prepare "success" tasks that can be taught and accomplished during the first week.

First Day and First Week

Cover the Crucial Things (Day 1)

- Welcome and introductions to staff and colleagues
- Short tour of important places (including restrooms, vending machines, water, break rooms)
- Security and safety (evacuation and emergency procedures)
- Discuss tobacco free campus policy
- Leave Report and/or Timesheets and pay
- Hours of work
- Dress code
- CCU/HREO website introduction
- Leave and holidays
- Lunch procedures (Who goes when? Eating in office ok? Office coverage?)
- Give the new employee their first assignment (we suggest you make the assignment/task small and achievable so that they experience a sense of accomplishment; provide praise and constructive feedback)
- Consider what does the employee need from you, as their supervisor, to help facilitate their success while employed at CCU? (This may pertain to daily/periodic feedback and communication, resources etc.).

Mandatory Training Information

- New employees will have 30 days to complete mandatory training starting the day an initial email notice is received from the Office of Human Resources and Equal Opportunity (HREO) and 60 days to complete S.A.F.E. Response to Violence training. Note: Some employees may not have access to the system on the first day of employment. Contact HREO if they are having an issue accessing the training server on Moodle. [Mandatory Training](#)

New Employee Orientation

- Each new full-time employee is required to complete an online New Employee Orientation (NEO) by visiting train.coastal.edu. Supervisors are responsible for making sure new hires complete NEO within their first 30 days. For questions, contact the Office of Human Resources and Equal Opportunity at (843) 349-2036 or email HREOtraining@coastal.edu.

Professional Development

- Schedule one-one-one meetings with employee (weekly, bi-weekly, monthly) for the first year
- Invite employee to staff meetings – get on calendar. Share office calendars if applicable. Add important CCU dates/events that are coming up in the next few weeks/months.

CCU Culture Integration

- Spotlight new employee – Publicize employee on social media
- Describe CHANT411 in case employee has questions but does not know who to ask - [CHANT411](#)
- Share the faculty/staff directory and give a quick tutorial how to use - [Faculty/Staff Directory](#)
- Introduce employee to see information on CCU's Learning Management System - Moodle - [Moodle](#)

- Show employee Quick Links page on CCU home page to help navigate CCU web page - [Quick Links](#)
- Discuss ITS and how to place a ticket for issues – Information Technology Services - [ITS](#)
- Suggest employee get signed up with CCU Alert – [CCU Alert](#)
- Learn about Teal Nation and how to get involved on campus - [Campus Life](#)
- Read about CCU history and traditions information as well as watch video on the unique creation of our institution - [History and Traditions](#)
- Check out different dining opportunities on campus - [Campus Dining](#)
- Learn about CCU Shuttle Information - [Shuttle System](#)
- See activities at the Lib Jackson Student Union for overview of student life including movie theater, game room, lounge spaces and more - [Lib Jackson Student Union](#)
- Visit the Chanticleer Store - [CCU Bookstore](#).

First 30 Days

Mandatory Training

- Check status of mandatory online training completion (must be completed in 30 days from initial email notification). Is your employee working on completing them? If not, schedule times to get them accomplished. [Mandatory Training](#)
- Check status of S.A.F.E. Response to Violence training – make sure employee has signed up for the in-person training - [Mandatory Training](#).

Professional Development

- Have employee explore professional development opportunities with CeTeal (Encourage them to sign up for a session) - [CeTEAL](#).

Conduct a 30 to 60 Day check-in

“Want to cut your new employee turnover by 66 percent? Then engage those new employees right away.” (Studer, 2004)

Below is an outline leaders can use for both 30 and 60 day meetings. Start by letting the new hire know that you are glad they are part of the team. Let them know you care about them and that you value input and ideas. Then ask:

- 1) *How do we compare to what we said we would be like?*
When expectations aren't being met, employees may feel as though you have misrepresented the situation. They may even feel lied to. This question will open dialogue for clarifying the new hire's expectation level and will give you a good perspective on whether you are delivering what you promised.
- 2) *Tell me what you like?*
What is going well? By asking what is going well, you give the new hire a chance to focus on the positive aspects of the job. As a manager, you will gain a unique perspective on what matters to people.
- 3) *What employees have been helpful to you in your first 30/60 days?*
By asking this question, you can discover which employees are valuable in the retention process and recognize and reward them for helping new hires learn the ropes. Once other employees see that the employees are being rewarded, they too will become involved in the process. Employee turnover affects everyone and everyone should have a stake in tackling the problem.
- 4) *I noticed you came to us from _____.*
Are there things you did there that might be helpful to us? Asking this is a great way to harvest intellectual capital. Current employees may not be good at taking input from new employees, even if the advice is sound. Plus, new hires may be reluctant to offer input for fear of alienating co-workers. By asking the question, you create a win-win situation. You get great new ideas for process improvement, and the new employee feels as though they made a valuable contribution.
- 5) *Is there anyone you know who might be a valuable addition to our team?*
At this point, your new employee is likely still in touch with former co-workers. If they are having a good experience with CCU, encourage them to let former co-workers know. This is a very effective recruiting measure.

First 60 Days

Mandatory Training

- Check to make sure all mandatory online training has been completed
- Check status of S.A.F.E. Response to Violence training.

Professional Development

- Have employee consider taking Safezone training to promote diversity and inclusion - [TDSE Registration](#)

Conduct a 60 to 90 day Stay Interview

“Stay interviews are conducted to help managers understand why employees stay and what might cause them to leave. In an effective stay interview, managers ask standard, structured questions, in a casual and conversational manner. Most stay interviews take less than half an hour.” (Insperity.com/blog/stay-interview-questions/, 2018)

Opening the Interview: A manager may use the following (or similar) statements:

- I would like to talk to you about the reasons you stay with CCU so I understand what I might be able to do to make this a great place to work for you.
- I’d like to have an informal talk with you to find out how the job is going so I can do my best to support you as your manager, particularly with issues within my control.

Questions: The following are questions you may ask during a stay interview. You should have several open-ended questions on hand. It’s important to listen and gather ideas from the employee about how you and CCU can retain them. Ask:

- What do you look forward to when you come to work each day?
- What do you like most or least about working here?
- What keeps you working here?
- If you could change something about your job, what would it be?
- What would make your job more satisfying?
- How do you like to be recognized?
- What talents are not being used in your current role?
- What would you like to learn here?
- What motivates (or demotivates) you?
- What can I do to best support you?
- What can I do more of or less of as your manager?
- What might tempt you to leave?

Closing the interview: To close the stay interview, summarize the key reasons the employee gave for staying or potentially leaving the organization, and work with the employee to develop a stay plan. Be sure to end on a positive note. Say:

- Let me summarize what I heard you say about the reasons you stay at CCU as well as reasons you might leave. Then, let’s develop a plan to make this a great place for you to work.
- I appreciate you sharing your thoughts with me today. I am committed to doing what I can to make this a great place for you to work.

First 6 Months

Professional Development

- Suggest joining a committee of interest
- Recommend reading Staff Senate meeting minutes and attend a meeting
- Have employee consider taking Clifton Strengths Finders assessment to fulfill the campus wide approach to strengths training. The fee will need to be paid for by your department. Once completed have the employee add it to their signature line.

EPMS

- EPMS – Perform action items within planning stage - [EPMS Login](#).